Bogotá, Colombia

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Supervisor Assessment

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KPIs TEAM METRICS

Problem Hierarchy

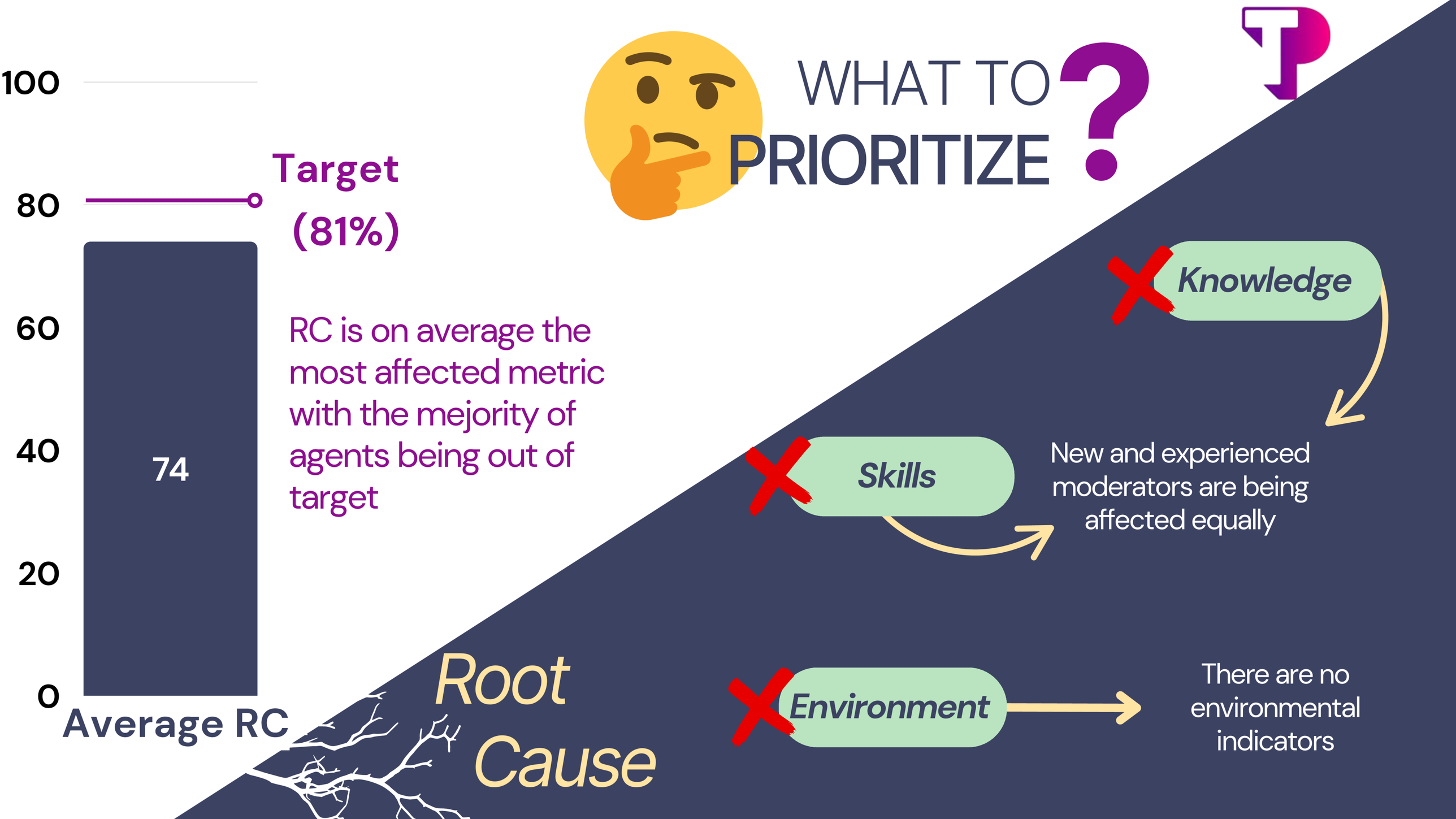
More affected

14

Less affected

- RC: 78% (11)
- Non-Handled 57% (8)
- ABS 42,8% (6)
- AHT 28,5% (4)

Agent	RC %	AHT (s)	ABS %	Non-Handled	Tenure
Agent 1	70%	57.75	5%	1.25%	30-60 Days
Agent 2	61%	57	4%	1.50%	30-60 Days
Agent 3	77%	45.75	4%	0.75%	<30 Days
Agent 4	89%	53.5	7%	1.00%	<30 Days
Agent 5	73%	45.25	4%	0.75%	<30 Days
Agent 6	73%	32.5	5%	1.00%	<30 Days
Agent 7	73%	39.5	4%	0.75%	>180 days
Agent 8	71%	61.5	6%	0.75%	<30 Days
Agent 9	66%	51.5	4%	1.00%	>180 days
Agent 10	69%	52.75	3%	1.00%	<30 Days
Agent 11	84%	59.75	3%	1.00%	30-60 Days
Agent 12	72%	39	4%	0.75%	>180 days
Agent 13	89%	54.75	6%	0.75%	>180 days
Agent 14	68%	48.75	6%	1.00%	>180 days
AVG	74%	49.95	4.64%	0.95%	
STD DV	8%	8.60	1%	0%	
CV	0.7	1.1	1.2	1.3	
PRIORITY	Process	Outliers	Outliers	Outliers	


100
80
60
40
20
0
Target
(81%)
74
Average RC
RC is on average the most affected metric with the mejority of agents being out of target
WHAT TO PRIORITIZE ?
Root Cause
Knowledge
Skills
New and experienced moderators are being affected equally
Environment
There are no environmental indicators

PLAUSIBLE ROOT CAUSE

The absentism and non-handled metrics being (considering the fact that a relevant portion of team members are senior employees) give us hints that the agents may be experiencing issues that affect their work attitude, hence their performance.

Root cause confirmation

A ***SIDE BY SIDE MONITOR*** session may be the best strategy to confirm wether or not agents really struggle due to knowledge or skill gaps.
When observed, agents perform better and tend to follow the operational guidelines.

ADRESSING THE ROOT CAUSE

Coaching Quadrant

Based in the different tools provided I appealed to use COACHING to adress the root cause.

Its **ASK – SOLUTION** approach permits me to identify individual complaints or difficulties an agent could be experiencing

GROW

GOALS

OBJECTIVES

FEEDBACK

SUGGESTIONS

Specific

Increase moderation performance metrics by incentivizing employees with weekly and monthly rewards.

Measurable

Achieve a 20% increase in RC on a monthly basis, aditionally reducing absentism and Non-handled metrics

Attainable

- Weekly Incentive If an employee shows positive results, they will be allowed to use auxiliaries as active pauses.
- Monthly Incentive If the team meets the overall 20% improvement target, a group reward (e.g., pizza party or gaming arena) will be scheduled.

Realistic

This goal aligns with the organization's objective to boost productivity and quality in moderation through engagement and positive reinforcement.

Time Oriented

The goal will be tracked weekly, with a full review and reward implementation at the end of the month.

Thank **You!**